

North Goa

Sands of Serenity, Waves of Innovation

Edited by **SUSHMA MISHRA**

Located in the vibrant city of Panaji, NIC North Goa District Centre bridges the district's rich cultural heritage with a forward-looking digital transformation. As North Goa continues to evolve, blending traditional roots with technology-driven innovation, the Centre has emerged as a critical enabler of efficient governance.

Through targeted implementation of key e-Governance initiatives such as land record digitization, e-Courts, and citizen service portals, the District Centre has streamlined administrative workflows, reduced paperwork, and simplified service access. Its consistent efforts are empowering departments and citizens alike—bringing the benefits of Digital India to the grassroots.

ICT Initiatives in the District

North Goa District Website

<https://northgoa.gov.in/>

The official district portal, developed by NIC using the S3WaaS platform, serves as a one-stop source for comprehensive administrative and civic information. It hosts details on public utilities, welfare schemes, emergency contacts, and citizen services. Content is available in English, Konkani, and Marathi, reflecting Goa's inclusive, multilingual ethos and ensuring wide accessibility.

Election Management System

<https://esmsgg.goa.gov.in/ng/>

NIC plays a vital role in streamlining the electoral process during Parliamentary and



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NIC North Goa has significantly enhanced local governance through its advanced ICT initiatives, including seamless e-Governance services and modern digital infrastructure. By developing and maintaining efficient online platforms for service delivery, the Centre has strengthened transparency, improved accessibility, and encouraged active citizen participation. These interventions have made government processes more responsive, timely, and citizen-friendly across the district.



Assembly elections. By developing secure and scalable web applications, the District Centre enables efficient management of staff deployment, including polling personnel, micro observers, sector magistrates, flying squads, and police teams. This automation ensures transparency, accountability, and operational integrity at every stage of the election cycle.

Citizen Services

<https://northgoa.gov.in/services/>

To foster inclusive digital governance, NIC North Goa has made a wide spectrum of citizen services available online. Residents can:

- Apply for and download digital certificates
- Register and track grievances
- Submit forms and applications electronically

These services reduce the need for physical

visits and ensure real-time status updates, improving citizen satisfaction and engagement.

IVFRT

Implemented under the guidance of the MHA and MEA, the IVFRT system helps monitor immigration and foreigner registration for national security. NIC North Goa provides vital technical support to this system at checkposts

NIC North Goa District Centre and North Goa District Collectorate are integral part of Hon'ble PM's vision on reaping the benefits of Digital India to the common citizen. Land Record computerization, Video Conferencing, eMail messaging, Direct Benefits Transfer Schemes, District portal and Election related ICT activities are some of the ICT projects which are being undertaken with active participation and support by NIC. Citizen inclusiveness for participatory governance is possible with the active support of NIC.



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**District Collector & District Magistrate
North Goa District**

and Foreigners Registration Offices (FROs), managing hardware, data synchronization, and user issues to ensure continuous system uptime and accurate reporting.

ALIS (Arms License Issuance System)

The ALIS platform supports digital issuance, renewal, and transfer of arms licenses. NIC ensures timely system support, generation of Unique Identification Numbers (UINs), and seamless backend functionality, reducing administrative burden and enhancing transparency in arms regulation.

Births and Deaths Registration

<https://rbd.goa.gov.in/>

The Department of Planning, Statistics & Evaluation (DPSE) uses NIC-supported platforms to manage the digital registration of births and deaths. Urban Local Bodies use the MAS platform, while InfoGram supports rural panchayats. Citizens can download digitally signed certificates online, streamlining recordkeeping and service access.

Matriz Certificate System

This initiative digitizes historical Portuguese-era Matriz land records—documents of immense legal and cultural significance. NIC developed two applications: one for taluka-level data entry and another for public access, allowing citizens to search and view scanned documents online. The platform blends historical preservation with modern digital access.

Manual Form I & XIV Web Application

<https://sgseservices.goa.gov.in/form>

This system digitizes pre-computerization land records using dual portals—one for back-office entry and one for citizen access. It helps streamline the retrieval of legacy property documents and enhances archival integrity for future use.

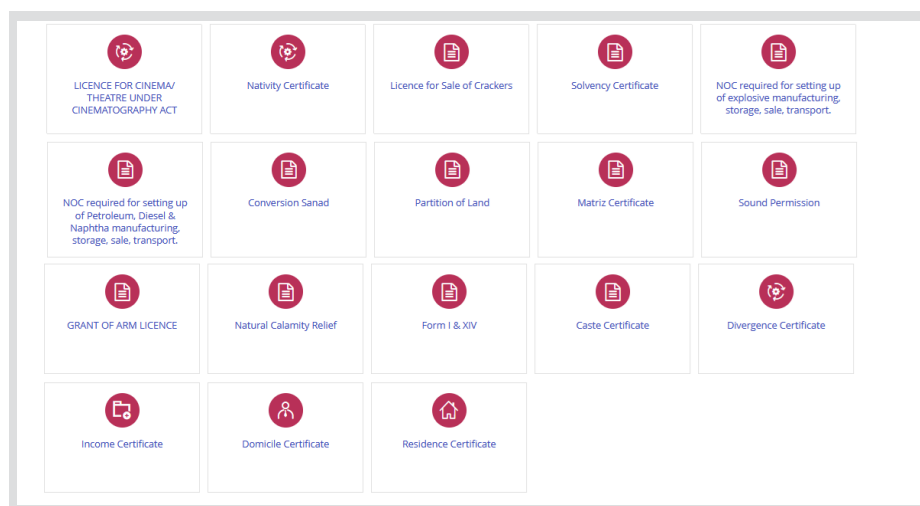
Other Key Initiatives

IMPDS

Under the One Nation, One Ration Card initiative, NIC North Goa supports Aadhaar-based biometric authentication systems that allow NFSA beneficiaries to collect foodgrains from any FPS across India. Over 10,000 interstate migrants use this system monthly, ensuring uninterrupted access to food security entitlements even when away from their home state.

eOffice

NIC has implemented the eOffice suite across district offices, enabling complete digital workflow for files and approvals. This reduces reliance on



▲ Fig 5.2 : Citizen Services provided in District

physical documents, minimizes delays, enhances interdepartmental coordination, and promotes better accountability in decision-making.

Land and Property Services

With platforms like Dharani and Bhunaksha, NIC supports services like:

- Land partition and mutation
- Real-time property record access
- Digital cadastral mapping

These services improve transparency in land dealings and reduce disputes through clearly defined records.

Online Revenue Collection Services

NIC has enabled digital payment gateways for house tax, trade licenses, and property rent. These systems allow for secure, anytime payment, decreasing footfall at government counters and enhancing financial transparency.

Video Conferencing Services

NIC North Goa operates a dedicated VC Studio,

offering robust technical support for seamless virtual meetings across departments. The service facilitates:

- District-level administrative reviews
- State and Central government coordination
- Emergency and disaster management briefings

Key Events & Contributions

Safer Internet Day 2025

NIC North Goa organized cyber hygiene workshops for district and block officers, promoting safe digital practices and awareness about online threats.

Support for Prime Minister's Events

NIC provided uninterrupted video conferencing infrastructure for various national-level events, ensuring real-time virtual participation by district officials.

Accolades

The District Collector of North Goa awarded an appreciation certificate to DIO North Goa and the NIC team for their outstanding contribution to the successful conduct of Election 2024.

Way Forward

NIC North Goa continues to drive sustainable, citizen-centric digital governance by implementing scalable ICT solutions tailored to local needs. With a strong focus on transparency, efficiency, and accessibility, it remains committed to empowering citizens and supporting the vision of Digital India in the district.

Contact for more details

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▼ Fig 5.1 : Election Management Web Application

